

9-1-2004

- 1) Signed-up for SBC/Yahoo DSL on 6-12-2004. (A) Confirmed that first bill would be 7-22-2004. (B) Confirmed that no payment was required at the time of sign-up. (c) Confirmed that I had to agree to a year contract to secure fee of \$26.95 per month.
- 2) First bill of 7-22-2004, billed for one month service 6/21 thru 7/20/2004 plus miscellaneous shipping, handling and taxes.
- 3) Second bill of 8-22-2004, billed for two months service 7/21 thru 8/20/2004 and 8/21 thru 9/20/2004.
- 4) 9-1-2004: Spoke with a female at SBC Internet Services who identified herself as Arcie. She refused to remove the double billing from my phone bill and stated that SBC Yahoo had changed their billing procedures since I signed-up for the service. I stated to Arcie that I got no notice of such a change and that I had a year contract for my internet service. She said that the contract didn't matter, SBC still changed how they billed for internet services without prior notification to the customer.

For people who don't read their phone bill as closely as I, the double billing practice of SBC Internet Services could cost the customer a great deal of money. Further, how many contractual agreements does SBC Yahoo breach without notifying the customer? It seems their practices are very irregular.

I would like to be billed one month at a time...that is what was explained to me on 6-12-2004 when I signed-up for SBC Yahoo DSL and that is the arrangement I agreed to on 6-12-2004.

Thank You, Ms. BobiJean Neher, Indianapolis, IN